



Sue Langen, Chief Information Officer

Washington State Department of Social & Health Services



Meet Sue Langen

Sue Langen serves as the Chief Information Officer for the Department of Social and Health Services and Director of the Information System Services Division, the agency's central IT shop for core technology service.

She began career as a financial eligibility worker in 1979, working in North Carolina and Virginia before returning home to Washington in 1991. A business analyst during the initial ACES implementation in the 1990s, she later became the ACES Release Manager coordinating requirements, testing and implementation of quarterly upgrades to the ACES application.

In 2000, Sue joined the Information System Services Division. As the Office Chief for Customer Service, she coordinated agency IT portfolio management, policy and standards activity and strategic planning for DSHS and managed the ISSD technology services Customer Support team.

In 2006, she became Deputy Chief Information Officer. As Deputy, she continued to support the development and maintenance of the agency IT Strategic Plan, provided oversight for the ISSD Project Management Office and led a number of operational activities within the Division or to support the IT community at large.

In 2009, she also assumed responsibility for the newly consolidated Applications Office within ISSD that supports centrally managed administrative and financial applications, including the Social Service Payment System.

Sue has a bachelor's degree in history from Washington State University and a master's degree in administrative sciences with a specialty in management information systems from The George Washington University.